

## Manage – Reports

- Enlighten captures current and historical data to track and report on client trends when using the Touch Screen. This feature is only available if you have purchased the appropriate licence and your user role supports viewing of reports. Individual reports can be generated to show a variety of results to aid investigation or identify areas of service improvement. To access, click on Manage>Reports and select the report you wish to prepare. Details are summarised below with further information in the main user guide available from your log-in page link “Working with the Enlighten application”.

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## Touch Screen Reports

- **Touch Screen usage** – To show the adoption/usage of any Enlighten Kiosk. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by total number/percentage along with details of numbers checked in by Enlighten web page or via 3<sup>rd</sup> party service. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

The screenshot shows the 'Enlighten E4' interface with the following details:

- Header:** 'Enlighten E4' logo on the left, 'Friday 18 October 2013' in the center, and 'E4' with a user icon on the right. A 'Logout' link is also present.
- Title:** 'Touch Screen Usage'.
- Report Criteria Section:**
  - From Date:** 01/10/2013
  - To Date:** 18/10/2013
  - (\* Data is available from 9 Mar 2012)
  - Appointment Times:**
    - All Appointment Times
    - Appointment Times between
  - Data Filtering:**
    - Include all data
    - Filter by Services
    - Filter by Consultors
  - Days of Week:**
    - Include all days of the week
    - Include only days below
  - Grouping:**
    - Do not Group results
    - Group Results by
- Buttons:** 'Run report' button at the bottom left of the criteria section.
- Footer:** 'Back to Reports' link with a left arrow icon. Copyright notice: 'Copyright © 2010 - 2013 Jayex Technology Limited. [www.jayex.com](http://www.jayex.com) All rights reserved. Enlighten E4 v 201306-01'.

- **Demographics report** - To highlight if demographic data was either missing (or flagged as incorrect) when the client tried to check in. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s/ individual demographics and NOK. Results in table format by total number. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

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### Demographics Missing / Incorrect

**Report Criteria**

From Date:  To Date:  (\* Data is available from 9 Mar 2012)

All Appointment Times  
 Appointment Times between  
 and

Include all data     
  Filter by Services     
  Filter by Consultors

Include all days of the week  
 Include only days below  
 Monday    Tuesday    Wednesday    Thursday    Friday    Saturday    Sunday

Do not Group results  
 Group Results by  
 Date    Service

**Report by demographic fields**

<input checked="" type="checkbox"/> GP Address	<input checked="" type="checkbox"/> Residential Address	<input checked="" type="checkbox"/> Postcode	<input checked="" type="checkbox"/> Telephone Number	<input checked="" type="checkbox"/> Work Number
<input checked="" type="checkbox"/> Mobile Number	<input checked="" type="checkbox"/> Email Address	<input checked="" type="checkbox"/> Next of Kin	<input checked="" type="checkbox"/> Preferred Name	<input checked="" type="checkbox"/> Ethnicity
<input checked="" type="checkbox"/> Preferred Language				

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- **Check-in language used** – To highlight preferred language used by clients on check-in. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s/ individual languages. Results in table format by total number / percentage. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

- **Check-in time taken** – To show the user interaction time on any kiosk plus the server time to show total transaction time. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by number of seconds for transaction. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

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### Check-in/Time taken Report

Report Criteria

From Date: 01/10/2013 To Date: 18/10/2013 (\* Data is available from 9 Mar 2012)

All Appointment Times  
 Appointment Times between

Include all data       Filter by Services       Filter by Consultors

Include all days of the week  
 Include only days below

Do not Group results  
 Group Results by  
 Date     Service     Touch Screen

Run report

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- **Updated contact info** – To provide details of changes in contact information updates from the kiosk application. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by individual client detail to show what contact data (Home/Mobil/Email) known at check in and what data the client has flagged for update. Where 3<sup>rd</sup> party data does not allow update via the API this report can be used for manual verification and updating of the 3<sup>rd</sup> party data. Click on the “Run report” button on the bottom of the page to generate the report. You can email the client direct from the report for verification is required. Use your browser to save the report or print to your preferred device.

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### Updated demographic info report

**Report Criteria**

From Date:  To Date:  (\* Data is available from 9 Mar 2012)

All Appointment Times  
 Appointment Times between  
 and

Include all data    
  Filter by Services    
  Filter by Consultors

Include all days of the week  
 Include only days below  
 Monday    Tuesday    Wednesday    Thursday    Friday    Saturday    Sunday

Do not Group results  
 Group Results by  
 Date    Service    Touch Screen

Date

Service

Touch Screen

▲ Move Up
▼ Move Down

Show only unapproved data    
  Show only approved data    
  Show all

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- **Touch screen Check-in failure** – A report to highlight the reasons why any client would have been refused auto check-in. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s/failure reason Results in table format. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

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### Touch Screen checkin Failure reasons Report

**Report Criteria**

From Date:  To Date:  (\* Data is available from 9 Mar 2012)

All Appointment Times  
 Appointment Times between

Include all data     
  Filter by Services     
  Filter by Consultors

Include all days of the week  
 Include only days below  
 Monday    Tuesday    Wednesday    Thursday    Friday    Saturday    Sunday

Do not Group results  
 Group Results by  
 Date    Service

**Report by Failure fields**

<input checked="" type="checkbox"/> User inactivity	<input checked="" type="checkbox"/> Client arrived Early	<input checked="" type="checkbox"/> Client not UK resident
<input checked="" type="checkbox"/> Demographics incomplete	<input checked="" type="checkbox"/> Client arrived Late	<input checked="" type="checkbox"/> Minor not accompanied by Adult
<input checked="" type="checkbox"/> Minor under foster / local authority care	<input checked="" type="checkbox"/> Client already arrived	

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○ **Touch Screen Reports – Client Consent**

To highlight if the client has given a consent to be contacted. Filtered by: date range/ time range /service/kiosk/Consultor (variable name)s. Results in table format by total number. Click on the link to select the report, select a date range to search and use the radio buttons to set options to filter your results. Click on the “Run report” button on the bottom of the page to generate the report. Once on screen any underscored field will allow you to further drill done for additional information contained in the report. Use your browser to save the report or print to your preferred device.

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### Client Consent

**Report Criteria**

From Date: 01/10/2013 To Date: 18/10/2013 (\* Data is available from 9 Mar 2012)

All Appointment Times  
 Appointment Times between

Include all data      Filter by Services      Filter by Consultors

Include all days of the week  
 Include only days below  
 Monday    Tuesday    Wednesday    Thursday    Friday    Saturday    Sunday

Include all clients  
 Filter by clients

First Name:      Last Name:   
 Unique no:      DOB:

**Run report**

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- **Appointment tracking** – To extend the standard Web appointment daily tracking to search for historical data on client book/arrive/call/left. . Filtered by: date ranges. Results in table format. Click on the “Run report” button on the bottom of the page to generate the report. Use your browser to save the report or print to your preferred device.

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### Appointment Tracking Report

**Report Criteria**

Appointment Date: 18/10/2013

All Appointment Times  
 Appointment Times between  
 09:00 and 17:00

Include all data   
  Filter by Services   
  Filter by Consultants

**Run report**

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## Systems

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### Third Party Error Messages Report

**Report Criteria**

Date: 18/10/2013

**Run report**

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## Third Party Error Message: